



## Chronicle and QuickBooks Make ServiceMaster's Information Accessible: Anywhere, Anytime

Chronicle and QuickBooks gives restoration/construction company an enterprise wide management platform that allows centralized access and management of all vital data. Owner receives significant financial results.

"Chronicle lets us share all of our data, in real time, between 3 locations more than 150 miles apart. We feel that we are leveraging technology to always stay a step ahead of the competition."

**Peter Miko**  
**Owner**  
**ServiceMaster Anytime**

### Customer Profile

ServiceMaster Anytime is a franchise disaster restoration business that serves much of California's central coast from offices in Santa Barbara, Santa Maria and San Luis Obispo. They provide residential and commercial water, fire, and mold damage restoration and are a full service construction provider. Peter Miko, Owner and President of ServiceMaster Anytime in Santa Barbara, CA was challenged with staying on top of the high volume of jobs and the amount of documentation and administrative management that was needed. Peter needed to be able to manage job progress and information for a high volume, multiple location business from his main office in Santa Barbara. Much of ServiceMaster's work is insurance repair work, so documentation, notation and timelines are extremely important. Add in the fact that he was considering purchasing two more ServiceMaster franchises on the Central Coast of California and he knew it was time to look for an enterprise management solution that would serve his growing business.

### Business Problems

#### Problem 1: Timely Access to Job Files by Multiple People in Multiple Locations

**Previous Procedure** - Use manila file folders to store all pertinent job information, including estimates, contracts, photos, notes, job cost information, and fax/email confirmation. A three-folder system for each job included administrative, production and

and sales information along with check-in/check-out procedures to track where each folder was. To view a file, a person needed to be in the same location as the folder and needed to find the person with the folder. Only one person could view a file at any time.

**Average Previous Procedure Time:** 30 minutes

**Chronicle Procedure** - Look at Chronicle's electronic job file. Chronicle's job files can be viewed from any location and by multiple people at once.

**Average Chronicle Procedure Time:** 30 seconds

#### Problem 2: Tracking Documents, Email, and Faxes as They Relate to Job Files

**Previous Procedure** - All communication was done through non-relational third-party programs or manually. To include email or faxes in files, they had to be printed and put into the folder. Faxing was especially time intensive because, for each fax, employee had to create a coversheet, print all needed documents, fax the documents, wait for confirmation of a successful fax, and then refile that information. Retrieving or tracking historical email messages consisted of going computer by computer and finding each message pertaining to that job.

**Average Previous Procedure Time:** Faxing - 20 minutes, Email Tracking - 15 minutes per computer

### SUCCESS STORY

ServiceMaster Anytime

### AT A GLANCE:

#### Customer:

ServiceMaster Anytime

#### Location:

Central Coast of California

#### Industry:

Disaster Restoration and Construction Services

#### Business Challenge:

Managing information and data in real time for a high volume, multiple location business.

#### Solution:

Chronicle by Chronicle Technologies, Inc. and QuickBooks Enterprise Solutions

#### Results:

More efficient, more organized and more profitable.



**Chronicle Procedure** – From anywhere, look at Chronicle’s electronic job file: it stores all documents, faxes, and emails, automatically logging when each is sent and who sent it.

**Average Chronicle Procedure Time:** Faxing - 45 seconds, Email Tracking – 60 seconds.

**Problem 3: Real-time owner access to information like job files, receivables, job costing and key performance indicators. This information was needed whether in the office, on vacation, or at a meeting in another city/state.**

**Previous Procedure** – To get the high level view of data that was needed for intelligent management decisions, the owner would instruct his staff to gather information from various programs and to organize it into a prescribed format. This information would then be emailed to remote locations. This information was used to conduct several lengthy meetings a week. Without being in the office, job files were impossible to review.

**Average Previous Procedure Time:** Information Gathering – 6 to 8 hours, Meeting – 3 to 9 hours per week

**Chronicle Procedure** – Most analysis and decision making can be done without meetings because key information (job files, receivables, job costing, key performance indicators) is available real-time in Chronicle. Meetings are done without paper reports, using reports in Chronicle displays in real-time.

**Average Chronicle Procedure Time:** Information Gathering – a few seconds, Meeting – 1 to 3 hours per week.

**Problem 4: Job and Accounting Information Were Disconnected**

**Previous Procedure** – Each paper job folder was duplicated in a job accounting folder and used in conjunction with a printed QuickBooks receivable report. Job costing information had to be assembled by the bookkeeper per job for the job manger to review and analyze.

**Average Previous Procedure Time:** 15 hours per week

**Chronicle Procedure** – Receivable lists automatically have related job files attached. Job costing information is included in the job file. Aggregate job costing information is available for analyzing overall revenue, costs and margins.

**Average Chronicle Procedure Time:** none

**Conclusion**

The implementation of Chronicle at ServiceMaster Anytime produced real results for the owner who was in need of having real information anytime, from anywhere that he could tap into at a moments notice. Chronicle made the company more efficient, more organized and ultimately more profitable.

**“Chronicle Made Our Business More Efficient and Profitable By Solving Key Business Problems.”**

**Peter Miko  
Owner  
ServiceMaster Anytime**

**FOR MORE INFORMATION VISIT:**

**Chronicle Technologies, Inc.**  
[www.gochronicle.com](http://www.gochronicle.com)

**Quick Books**  
[www.quickbooks.com](http://www.quickbooks.com)

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